

## LOGAN LODGE CONSUMER/FAMILY/FRIEND MINUTES

<b>To be held on:</b>	Tuesday 9 <sup>th</sup> March 2021 at 10.30am		
<b>To be present:</b>	Roxy Chapman, Elvira Martinez, Lee Sullivan, Consumers, Family & Friends		
<b>In Attendance:</b>	Lee Sullivan, Roxy Chapman , Elvira Martinez and 13 Consumes		
<b>Apologies:</b>			
<b>Previous Minutes:</b>	9 <sup>th</sup> Feb 2021 Read to consumers		
<b>1. TASK LIST</b>	<b>Outcome</b>	<b>Completed</b>	
1.1	Catering	Pizza and chips are still being served cold and would like to have larger pieces NUM to email kitchen manager to follow up	Y
1.2	Laundry	Laundry approached to discuss missing items, laundry have no items	Y
<b>2. REGULAR REPORTS</b>	<b>Outcome</b>	<b>Completed</b>	
2.1	New Consumers	1 new consumer	Y
2.3	Catering – food services	Consumers are happy food other than the pizza and chips	Y
2.4	Laundry	Nil concerns Reiterated to consumers any new clothes brought for birthdays etc. to go to the reception area or to be given to activity staff and arrangements to be made to have labelled.	Y

2.5	Activities	<p>Visits to cafés at this stage are not happening with activity staff, families are able to take consumers out to cafes if they wish to.</p> <p>Bingo times have changed to 13:30 (1.30pm) hours on the Tuesday the Consumer, Family and Friends Meeting is held</p> <p>Events Easter and ANZAC</p> <p>St Patricks Day consumers will be having green lamingtons</p> <p>Bus outing days will accommodate 5 consumers which will change from week to week to give other consumers the opportunity to have an outing</p> <p>Consumer would like to visit the silo. This can happen when there are volunteers to assist as this will be a day trip</p> <p>Day trips use to happen where they would leave at approx. 09.30am/10.00am and return after lunch.</p> <p>Consumers to keep giving activity ideas to staff</p>	Y
2.6	Feedback - process	<p>Buzzer between 1800 to 1700 hours staff have been slow to answer, this could be due to staff on meal breaks at this time.</p> <p>Giving feedback can remain anonymous if consumers prefer, if consumers require assistance with completing feedback forms they can ask activity staff or another staff member to assist and to post in the boxes provided.</p> <p>NUM acknowledge a complaint that was received and apologised for the misunderstanding when bingo and other activities were ceased due to the strict 5 day lockdown period.</p>	Y
2.7	Volunteers	NUM to email Volunteer Coordinator to confirm when volunteers can return, consumers would also like to know if this includes church and singers	Y
<b>3. NEW BUSINESS</b>		<b>Outcome</b>	<b>Completed</b>
3.1	Masks	Consumers find it difficult to hear and understand staff talking with masks on	Y
3.2	Hair dresser	Hair dressing day is Thursday to book an appointment with the ward clerk at reception or talk with activity staff	Y
<b>4. RECOMMENDATION FOR DECISION</b>			
4.1	Pizza and chips Volunteers	Email to Kitchen Manager Email to Volunteer Coordinator	
5.	<b>Meeting closure: 11:15</b>		
6.	<b>The next meeting will be held Tuesday 6<sup>th</sup> April, 2021 at 10:30 in the Activity Room</b>		